



EXHIBIT A-JOB DESCRIPTION

Job Title:	Dock Master
FLSA Status (US Only):	Exempt
Reporting to:	General Manager

Summary:

The Dockmaster is responsible for overseeing all daily marina dock operations, ensuring safe, secure, efficient, and profitable activities while enforcing IGY Savannah Harbor Marina policies and procedures. As a key leader in marina operations and guest services, the Dockmaster manages dockside services, assists with all guest needs, and upholds IGY's customer service standards. This role requires professionalism, attention to detail, and a commitment to providing an exceptional marina experience.

Essential Duties and Responsibilities include the following (other duties may be assigned):

- Assist in coordinating activities of the marina regarding vessel communication, slip assignments, arrivals/departures, and short-term dockage, vessel fueling, as well as all other daily marina operations.
- Ensures all established marina policies and procedures are adhered to, ensures any violations are communicated to the General Manager in a timely fashion.
- Works with the General Manager to develop and execute a high level of customer service and hospitality.
- Answer guests' complaints and resolve problems in a professional and timely manner.
- Ensures that meter reads are accurate and completed according to schedule.
- Oversees dock staff scheduling and performance, in conjunction with the General Manager, to ensure that the marina is always sufficiently staffed, and all employees are following company guidelines related to appearance, punctuality, and behavior.
- Ensure all dock staff are properly trained in all aspects of their respective duties including the fueling of vessels, pump outs, and docking support.
- Performs dock walks to check accuracy of the day's reservation log, address any repair issues or safety hazards, and ensure the marina cleanliness is up to standards.
- Ensures that luggage, mail, messages, packages, and provisions are delivered to and collected speedily.
- Ensures all company vessels are properly moored, clean, and in good repair.
- Oversees VHF communication in the marina.
- Performs all duties of a dockhand as needed.
- Any other reasonable duty or task as assigned by the General Manager

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Education/Experience:

High school diploma or general education degree (GED) and a minimum of three years of related experience and/or training; or equivalent combination of education and experience.

Work Environment:



The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to outdoor weather conditions. The employee is frequently exposed to work near moving mechanical parts. The employee may work near or around toxic or caustic chemicals while wearing proper personal protection equipment and following strict company safety standards. The employee is occasionally exposed to risk of electrical shock.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and smell. The employee must regularly lift and /or move up to 100 pounds. Specific vision abilities required by this job include Ability to adjust focus.

Name: _____

Date: _____